

# QUALITY & WIC

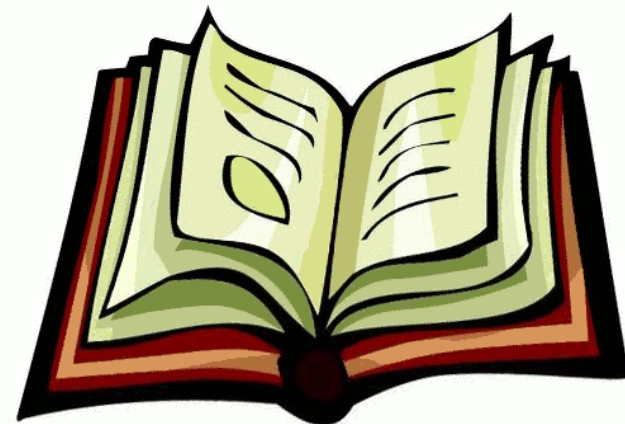
## QUALITY IMPROVEMENT / QUALITY ASSURANCE AND MEASUREMENT 101

OCTOBER 23, 2012

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# The Recent Story of Health Care & Quality

- Once upon a time, not very long ago. . .
  - ▣ 1999- (IOM) Institute of Medicine issued “To Err is Human”- estimate of up to annually 98,000 deaths due to medical care or the equivalent of a jumbo jet crashing every day.
- For Health Care, this was a tipping point. Health Care woke up . . .
  - ▣ Definition of Quality
  - ▣ Improvement initiatives
  - ▣ IHI



# Definition on Quality from IOM . . .

## □ Definition

- ▣ SAFE
- ▣ EFFECTIVE
- ▣ PATIENT CENTERED
- ▣ TIMELY or NO DELAYS
- ▣ EFFICIENT
- ▣ JUST or EQUITABLE

-Dr. Don Berwick, <http://www.youtube.com/watch?v=5vOxunpnlsQ>

# Improvement Initiatives- in Community Health Centers

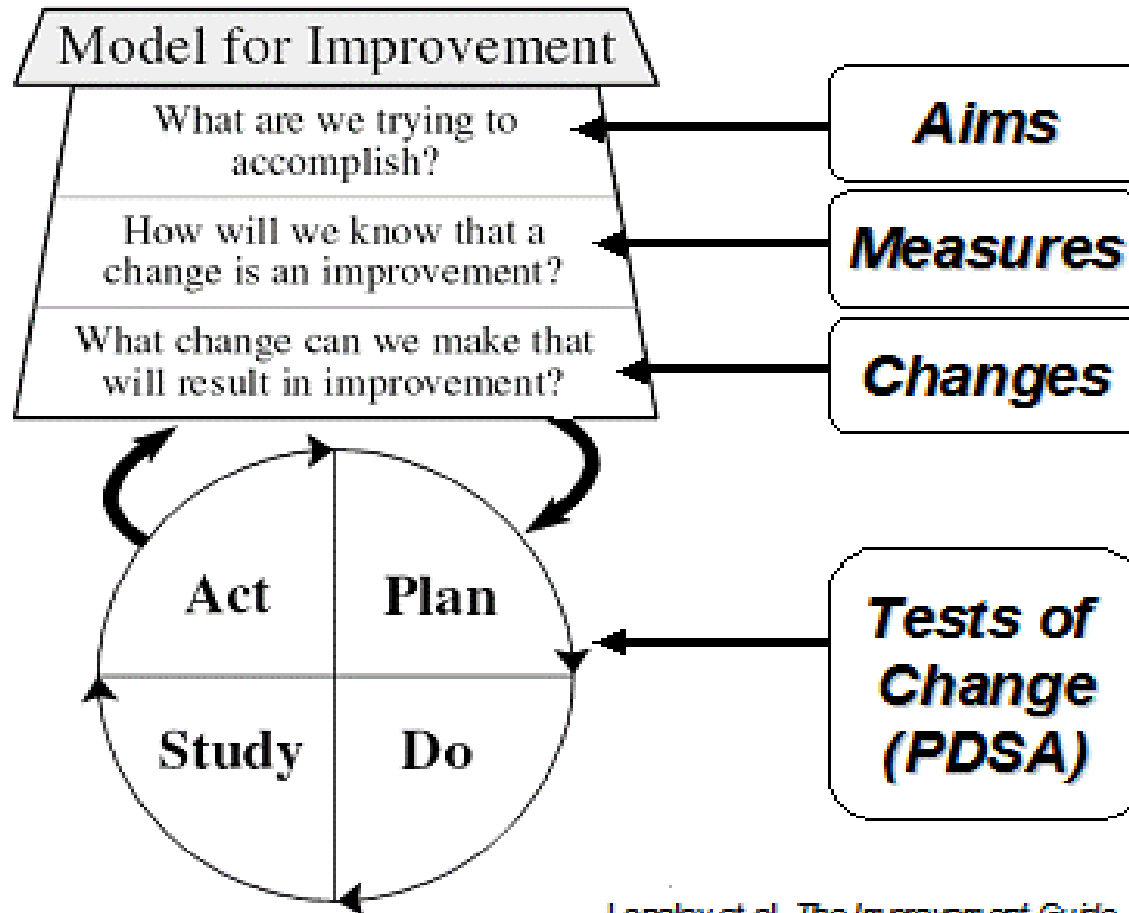
- Clinical Quality Measures
- Reality example from a REAL clinic
- Reality example from an accrediting organization, NCQA



# IHI (Institute for Health Care Improvement)

- IHI resources ([www.ihio.org/](http://www.ihio.org/))
- Model of Improvement
  - ▣ <http://www.youtube.com/watch?v=SCYghxtiolY>

# Tools from IHI



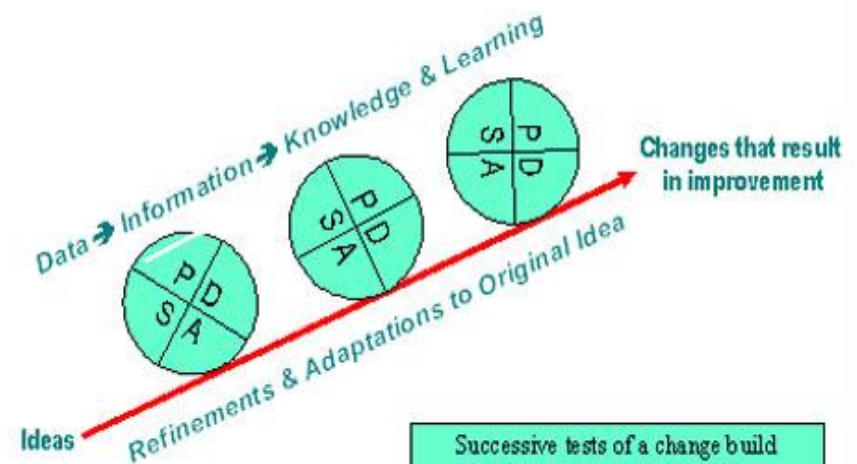
Langley et al. *The Improvement Guide*, 1996.

# More Tools



Figure 3.

## Repeated PDCA Cycles To Test A Change



Successive tests of a change build knowledge & create a ramp to improvement

# One Last Tool

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“What Can You  
Do by Next  
Tuesday?”

Dr. Don Berwick





# Measurement- 3 faces

## □ Research-

- ▣ New knowledge
- ▣ Blinded, controlled, large

## □ Accountability-

- ▣ Report, use 100% of your data
- ▣ No tests, data out for public review

## □ Improvement-

- ▣ Improvement of care, test changes
- ▣ Small just enough data



# Public Health & Quality . . .

- Quality = Quality Improvement in public health is the use of deliberate and defined improvement processes such as PDSAs. . . continuous and ongoing . . .improve the health of the community.\*



\*J Public Health Management Practice, 2010

# Questions?

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